

Element Performance Inspection (EPI) Data Collection Tool
4.2.6 Training of Station Personnel (OP)
Revision#:3 Revision Date:09/15/2009

ELEMENT SUMMARY INFORMATION

Scope of Element:

Purpose (operator's responsibility): To ensure the operator's manual includes policies, procedures, instructions, and information necessary for proper training of station personnel.

Objective (FAA oversight responsibility): To determine:

- The effectiveness of the operator's procedures in meeting the desired output of the process,
- If the operator follows its procedures, controls, process measurements, and interfaces, and
- If there were any changes in the personnel identified by the operator as having responsibility and/or authority, for the Training of Station Personnel process.

Specific Instructions:

To accomplish this EPI, the inspector will need to observe part or all of the curriculum segment of the FAA approved training program. For each question answered, the inspector should enter the name of the observed curriculum segment (examples listed below), in the comments block. If answer is "Yes", use the "Yes" button; if the answer is "No", use the appropriate selection from the drop down menu.

- Security Training
- Ground Deicing/Anti-icing
- Carry-On Baggage
- Load Planning/Weight and Balance
- Communications Procedures
- Aircraft Servicing/Ramp Operations
- First Aid/Emergency Training
- Recurrent Training

Related EPIs:

Intentionally left blank

SUPPLEMENTAL INFORMATION

Regulatory Requirements:

121.135, Manual contents
121.629, Operation in icing conditions.

Related CFRs & FAA Policy/Guidance:

Related CFRs:

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FAA Policy/Guidance:

FAA Order 8900.1, Volume 6, Chapter 2, Section 24
Advisory Circular 120-60B, Ground Deicing and Anti-icing Program
Advisory Circular 121-29B, Carry-On Baggage

EPI SECTION 1 - PERFORMANCE OBSERVABLES

Objective:

The tasks and questions in this section of the EPI are designed to assist in determining if the operator follows its written procedures and controls and meets the established performance measures of the process. The initial series of questions address the output(s) of the process and the last several questions address whether or not various aspects of the process were followed.

Tasks

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| | The inspector shall accomplish the following tasks: |
| 1 | Review the information listed in the Supplemental Information Section of this DCT. |
| 2 | Review policies, procedures, instructions, and information for this element. |
| 3 | Review the most recently accomplished Safety Attribute Inspection (SAI) for this element. |
| 4 | Observe the performance of this element to gain an understanding of the procedures, instructions, and information. |
| 5 | Discuss this element with the personnel who perform the duties and responsibilities required by the process. |

Questions

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| 1.1 | <p>Were ground personnel with duties and responsibilities in the operator's approved deicing/anti-icing program trained to perform deice/anti-ice procedures?</p> <p>Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic</p> <p><i>Related Performance JTIs:</i></p> <ol style="list-style-type: none"> 1. Check, at the training records repository, that station and contract ground personnel with duties and responsibilities in the deicing/anti-icing program were trained on the use of holdover times, in accordance with the certificate holder's approved design. (JTI ID: 97) <i>Sources: 121.629(c)(2)(i)</i> 2. Check, at the training records repository, that station and contract ground personnel with duties and responsibilities in the deicing/anti-icing program were trained on inspection and check procedures and responsibilities, in accordance with the certificate holder's approved design. (JTI ID: 100) <i>Sources: 121.629(c)(2)(i)</i> 3. Check, at the training records repository, that station and contract ground personnel with duties and responsibilities in the deicing/anti-icing program were trained in communications procedures, in accordance with the certificate holders approved design. (JTI ID: 103) <i>Sources: 121.629(c)(2)(iii)</i> 4. Check, at the training records repository, that station and contract ground personnel, with duties and responsibilities in the deicing/anti-icing program, were trained on aircraft surface contamination (i.e., adherence of frost, ice, or snow) and critical area identification, and how | <input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable <input type="checkbox"/> Not Observable |
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| | <p>contamination adversely affects aircraft performance and flight characteristics, in accordance with the certificate holder's approved design. (JTI ID: 106)</p> <p><i>Sources:</i> 121.629(c)(2)(iv)</p> | |
| 5. | <p>Check, at the training records repository, that station and contract ground personnel, with duties and responsibilities in the deicing/anti-icing program, were trained on types and characteristics of deicing/anti-icing fluids, in accordance with the certificate holder's approved design. (JTI ID: 112)</p> <p><i>Sources:</i> 121.629(c)(2)(v)</p> | |
| 6. | <p>Check, at the training records repository, that station and contract ground personnel with duties and responsibilities in the deicing/anti-icing program were trained on cold weather preflight inspection procedures, in accordance with the certificate holder's approved design. (JTI ID: 115)</p> <p><i>Sources:</i> 121.629(c)(2)(vi)</p> | |
| 7. | <p>Check, at the training center, through course observation, that appropriate ground personnel are being trained on cold weather preflight inspection procedures, in accordance with the certificate holders approved design. (JTI ID: 116)</p> <p><i>Sources:</i> 121.629(c)(2)(vi)</p> | |
| 8. | <p>Check, at the records repository, that the certificate holder verified all contract ground personnel, participating in the certificate holders deice/anti-ice program, were trained on cold weather preflight inspection procedures, in accordance with the certificate holders approved design. (JTI ID: 117)</p> <p><i>Sources:</i> 121.629(c)(2)(vi)</p> | |
| 9. | <p>Check, at the training records repository, that station and contract ground personnel with duties and responsibilities in the deicing/anti-icing program were trained on techniques for recognizing contamination on the aircraft, in accordance with the certificate holder's approved design. (JTI ID: 118)</p> <p><i>Sources:</i> 121.629(c)(2)(vii)</p> | |
| 10. | <p>Check, at the records repository, that the certificate holder verified all contract ground personnel, participating in the certificate holders deice/anti-ice program, were trained to the certificate holders own training standards. (JTI ID: 121)</p> <p><i>Sources:</i> AC 120-60 Paragraph 10 c(8)(i).</p> | |
| 11. | <p>Check, at the training records repository, that the certificate holders tracking system reflects the current training status for all ground personnel participating in the deicing process. (JTI ID: 122)</p> <p><i>Sources:</i> AC 120-60 Paragraph 10 c(9)(ii).</p> | |
| 12. | <p>Check, at the records repository, that the certificate holder conducted ongoing reviews of its deice/anti-ice training to evaluate the effectiveness of the program in accordance with its design. (JTI ID: 123)</p> <p><i>Sources:</i> AC 120-60 Paragraph 10 c(9)(ii).</p> | |
| 13. | <p>Check, at the records repository, that the certificate holder conducted ongoing reviews of its deice/anti-ice training to evaluate the effectiveness of the program in accordance with its design. (JTI ID: 124)</p> <p><i>Sources:</i> AC 120-60 Paragraph 10 c(9)(iii).</p> | |
| 14. | <p>Check, at the records repository, that training on the process for conducting an outside the aircraft check, was accomplished in accordance with the certificate holders approved Operations Specifications. (JTI ID: 125)</p> | |

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| | Sources: AC 120-60 Paragraph 11. | |
| 1.2 | <p>Were station personnel trained to perform other duties in accordance with the operator's procedures?</p> <p>Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic</p> <p><i>Related Performance JTIs:</i></p> <ol style="list-style-type: none"> 1. Check, at the training records repository, that appropriate ground personnel were trained on the carry-on baggage limitations in accordance with the certificate holders approved carry-on baggage program. (JTI ID: 83) Sources: AC 121.29B Paragraph 4 k. 2. Check, at the training records repository, that appropriate ground personnel were trained on scanning duties and responsibilities in accordance with the certificate holders approved carry-on baggage program. (JTI ID: 85) Sources: AC 121.29B Paragraph 4 k. 3. Check, at the training records repository, that appropriate ground personnel were trained on processing of carry-on baggage that cannot be accommodated in any of the passenger compartments in accordance with the certificate holders approved carry-on baggage program. (JTI ID: 87) Sources: AC 121.29B Paragraph 4 k. 4. Check, at the training records repository, that appropriate ground personnel were trained on proper stowage of carry-on baggage in accordance with the certificate holders approved carry-on baggage program. (JTI ID: 89) Sources: AC 121.29B Paragraph 4 k. 5. Check, at the training records repository, that appropriate ground personnel were trained on carriage of cargo and unusual items in the cabin in accordance with the certificate holders approved carry-on baggage program. (JTI ID: 91) Sources: AC 121.29B Paragraph 4 k. 6. Check, at the training records repository, that appropriate ground personnel were trained on applicable passenger information in accordance with the certificate holders approved carry-on baggage program. (JTI ID: 93) Sources: AC 121.29B Paragraph 4 k. 7. Check, at the training records repository, that appropriate ground personnel were trained on types of and limitations on stowage provisions in accordance with the certificate holders approved carry-on baggage program. (JTI ID: 95) Sources: AC 121.29B Paragraph 4 k. 8. Check, at the training records repository, that station and contract personnel received initial and recurrent training (formal or on-the-job) on their duties and responsibilities, in accordance with the certificate holder's design. (JTI ID: 128) Sources: FAA Order 8900.1, Vol 6, Ch 2, Section 24, Para 6-688 9. Check, at the training records repository, that station and contract personnel received initial and recurrent training (formal or on-the-job) on passenger handling and protection, in accordance with the certificate | <input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable |

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| | <p>holder's design. (JTI ID: 132)</p> <p>Sources: FAA Order 8900.1, Vol 6, Ch 2, Section 24, Para 6-688. AC 120-65 Paragraph 6.</p> <p>10. Check, at the training records repository, that station and contract personnel received initial and recurrent training (formal or on-the-job) on load planning and weight and balance procedures, in accordance with the certificate holder's design. (JTI ID: 136)</p> <p>Sources: FAA Order 8900.1, Vol 6, Ch 2, Section 24, Para 6-688</p> <p>11. Check, at the training records repository, that station and contract personnel received initial and recurrent training (formal or on-the-job) on communications procedures, in accordance with the certificate holder's design. (JTI ID: 140)</p> <p>Sources: FAA Order 8900.1, Vol 6, Ch 2, Section 24, Para 6-688. AC 120-65 Paragraph 6.</p> <p>12. Check, at the records repository, that each contract station and contract employee received initial and recurrent training (formal or on-the-job) on the certificate holders manual backup procedures in case of computer or communications equipment failures, in accordance with the certificate holder's design. (JTI ID: 145)</p> <p>Sources: FAA Order 8900.1, Vol 6, Ch 2, Section 24, Para 6-688.</p> <p>13. Check, at the training records repository, that station and contract personnel received initial and recurrent training (formal or on-the-job) on aircraft servicing and ramp operations, in accordance with the certificate holder's design. (JTI ID: 148)</p> <p>Sources: FAA Order 8900.1, Vol 6, Ch 2, Section 24, Para 6-688</p> <p>14. Check, at the training records repository, that station and contract personnel received initial and recurrent training (formal or on-the-job) on first aid and emergency actions, in accordance with the certificate holder's design. (JTI ID: 152)</p> <p>Sources: FAA Order 8900.1, Vol 6, Ch 2, Section 24, Para 6-688</p> | |
| 1.3 | <p>Did the operator follow policies, procedures, instructions, and information for this element?</p> <p>Updated: Rev # 3 on 09/15/2009</p> <p>Kind Of Question: Flag, Supplemental, Domestic</p> | <input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable |
| 1.4 | <p>Did the operator follow controls for this element?</p> <p>Updated: Rev # 3 on 09/15/2009</p> <p>Kind Of Question: Flag, Supplemental, Domestic</p> | <input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable |
| 1.5 | <p>Did the records for this element comply with the instructions?</p> <p>Updated: Rev # 3 on 09/15/2009</p> <p>Kind Of Question: Flag, Supplemental, Domestic</p> | <input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable |
| 1.6 | <p>Were the process measurements for this element:</p> <ul style="list-style-type: none"> • Effective in identifying actual or potential problems, and • Did the operator identify and take corrective action for identified problems? | <input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable |

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| | Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic | |
| 1.7 | Were the observed interfaces identified and documented by the operator? Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic | <input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable |
| 1.8 | Were the observed interfaces, identified and documented by the operator, adequate to ensure that the intended results were achieved? Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic | <input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable |

| EPI SECTION 1 - PERFORMANCE OBSERVABLES Drop-Down Menu | |
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| 1. | Personnel. |
| 2. | Tools and Equipment. |
| 3. | Technical Data. |
| 4. | Policies, procedures, instructions, or information. |
| 5. | Materials. |
| 6. | Facilities. |
| 7. | Controls. |
| 8. | Process Measures. |
| 9. | Interfaces. |
| 10. | Desired Outcome. |
| 11. | Other. |

EPI SECTION 2 - MANAGEMENT RESPONSIBILITY & AUTHORITY OBSERVABLES

Objective:

Answers to questions in this section address the responsibility and authority of the people who manage this process. They will help determine if there is a qualified and knowledgeable person who:

- Is responsible for the process,
- Is answerable for the quality of the process, and
- Has the authority to establish and modify the process.

Note: *The person with the authority may or may not be the person with the responsibility.*

Tasks

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| | The inspector shall accomplish the following tasks: |
| 1 | Identify the person who has overall responsibility for the processes associated with this element. |
| 2 | Identify the person who has overall authority for the processes associated with this element. |
| | Note: If there have been no major changes in key personnel or the program since the last SAI or EPI was accomplished, then only answer questions 1 and 2 below, and select "No Change" (N/C) for the remaining questions. If changes have occurred that affect the responsibility or authority attributes for this element, then accomplish all tasks and answer all questions. |
| 3 | Review the duties and responsibilities for the person(s) who manage the processes associated with this element. |
| 4 | Review the appropriate organizational chart. |
| 5 | Discuss the processes associated with this element with the management personnel identified in tasks 1 and 2. |
| 6 | Review the qualifications and work experience of the management personnel identified in tasks 1 & 2. |

Questions

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| 2.1 | Is the identified person who is responsible for the quality of the processes associated with this element actively filling that position? Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic | <input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable |
| 2.2 | Is the identified person who has authority to establish and modify the operator's policies, procedures, instructions and information for the processes associated with this element actively filling that position? Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic | <input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable |
| 2.3 | Does the responsible person know that he/she has responsibility for the processes associated with this element? Updated: Rev # 3 on 09/15/2009 | <input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable |

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| | Kind Of Question: Flag, Supplemental, Domestic | |
| 2.4 | Does the person with authority know that he/she has authority for the processes associated with this element? Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic | <input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable |
| 2.5 | Does the person with responsibility for the processes associated with this element meet the qualification and work experience standards? Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic | <input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable |
| 2.6 | Does the person with authority to establish and modify the processes associated with this element meet the qualification and work experience standards? Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic | <input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable |
| 2.7 | Does the person with responsibility understand the controls, process measurements, and interfaces associated with this element? Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic | <input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable |
| 2.8 | Does the person with authority understand the controls, process measurements, and interfaces associated with this element? Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic | <input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable |
| 2.9 | Does the person with responsibility know who has authority to establish and modify the processes associated with this element? Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic | <input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable |
| 2.10 | Does the person with authority know who has the responsibility for the processes associated with this element? Updated: Rev # 3 on 09/15/2009 Kind Of Question: Flag, Supplemental, Domestic | <input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable |

| EPI SECTION 2 - MANAGEMENT RESPONSIBILITY & AUTHORITY OBSERVABLES Drop-Down Menu | |
|---|---|
| 1. | Assignment of responsibility. |
| 2. | Assignment of authority. |
| 3. | Does not understand policies, procedures, instructions, or information. |
| 4. | Does not understand controls. |
| 5. | Does not understand process measurements. |
| 6. | Does not understand interfaces. |
| 7. | Span of control. |
| 8. | Position vacant. |
| 9. | Other. |

